



U.S. Department
of Veterans Affairs

VA SSVF Program Participant Satisfaction Survey

End of Year Report Review

December 8th, 2022

[Link to Recording](#)



Housekeeping



90 minutes



Slides &
handouts
are in the
“handout
” section



Recording,
Handouts &
Slides will
be sent via
email



Submit
questions in
the question
box or any
time at
ssvf@va.gov



VA Team Satisfaction

- Viola White-Douglas, SSVF Regional Coordinator
- Mike Boyd, SSVF Regional Coordinator
- Rico Aiello, SSVF Compliance Project Coordinator

Aptive Resources

- Benjamin Knudsen, Senior Associate, Project Manager
- Alex Mikuliak, Senior Solutions Manager

Fors Marsh

- Kimberly Wyborski, Director, Survey Operations Data Collection



AGENDA

- Satisfaction Survey Goals
- Key Roles
- Key Findings
- Veteran Comments
- Understanding your Report
- What to Focus on
- Emerging Best Practices
- Customer Satisfaction Corrective Action Planning
- Resources



Polling Question

What is your role in the SSVF program for your organization?

1. Intake, Housing, Employment Specialist/Coordinator
2. Case Manager Staff/Lead
3. Program Manager
4. Accounting/Fiscal Staff/Chief Financial Officer
5. Director/Executive Director//Chief Executive Officer/Executive Staff
6. Compliance Staff/Management



VA SSVF PROGRAM SATISFACTION SURVEY

- Goals
 - Monitor and enhance the Veteran experience from the VA and Grantees
 - Register all Veterans (except HUD VASH packet) within 30 days to participate in the confidential Satisfaction Survey
 - **Capture quantitative and qualitative Veteran survey response data to glean actionable insights**
 - Share best practices, seek opportunities to enhance services, and resolve challenge areas
 - Continuously improve the registration -> survey -> data reporting process year over year

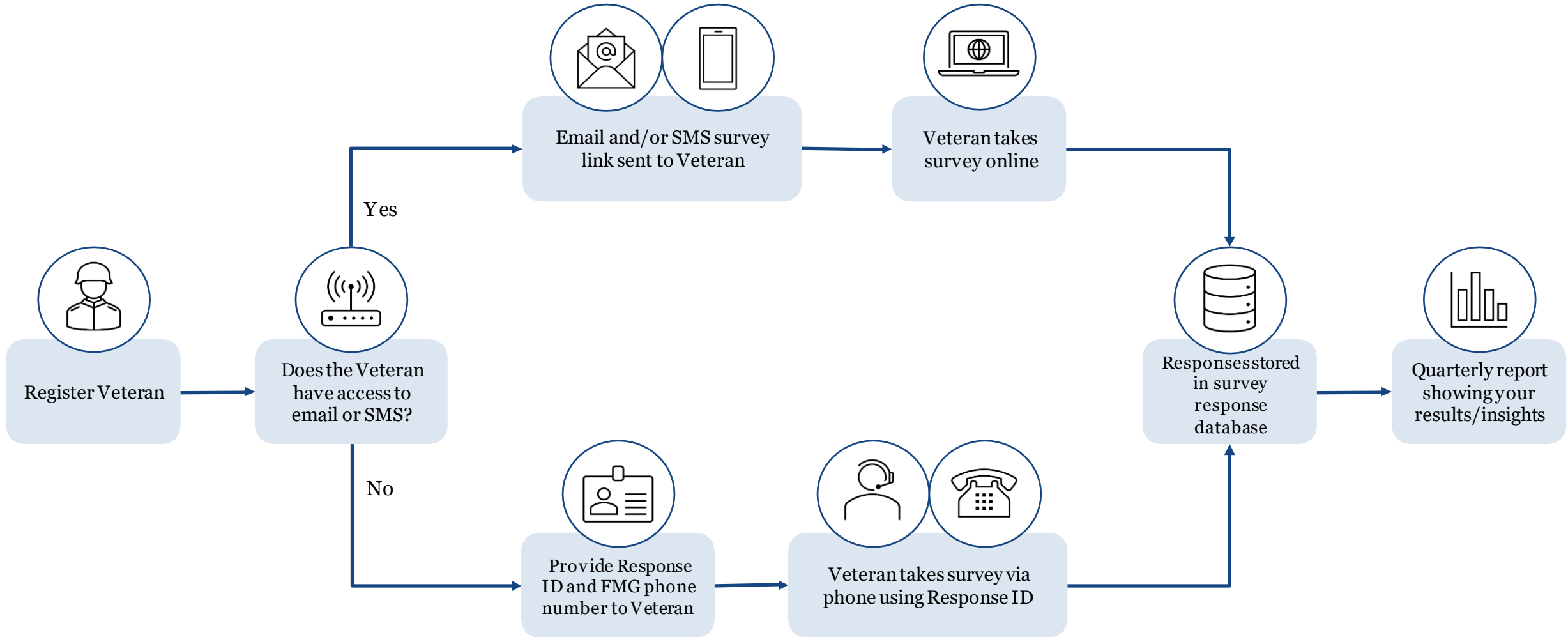


KEY ROLES

- VA SSVF Program Office
 - Administers survey registration, survey (online and phone), data reporting and recommendations
- Regional Coordinators
 - Facilitate key messaging to Grantees, and elevate Grantee feedback and observations to the Program Office
 - Monitoring registration data -All Veterans enrolled are registered (except HUD VASH packet referrals)
- Grantees
 - Grantee staff and subcontractors register the Veteran just before service conclusion (T-30 days)
 - **Review data and make improvements or adjustments as needed – Continuous Improvement Culture**
- Veteran
 - Shares their thoughts through a less than 15-minute confidential survey (multiple choice and open ended)



VETERAN REGISTRATION PROCESS FLOWCHART





POLL QUESTION

- What is the FY 22 SSVF Satisfaction Survey response rate?
 - 4%
 - 8%
 - 15%
 - 25%



POLL QUESTION

What % of Veterans rated the quality of services average or better?

- 50%
- 60%
- 75%
- 86%



DATA REVIEW AND UNDERSTANDING YOUR REPORT

Aptive Resources

- Benjamin Knudsen, Senior Associate, Project Manager
- Alex Mikuliak, Senior Solutions Manager

Fors Marsh

- Kimberly Wyborski, Director, Survey Operations Data Collection



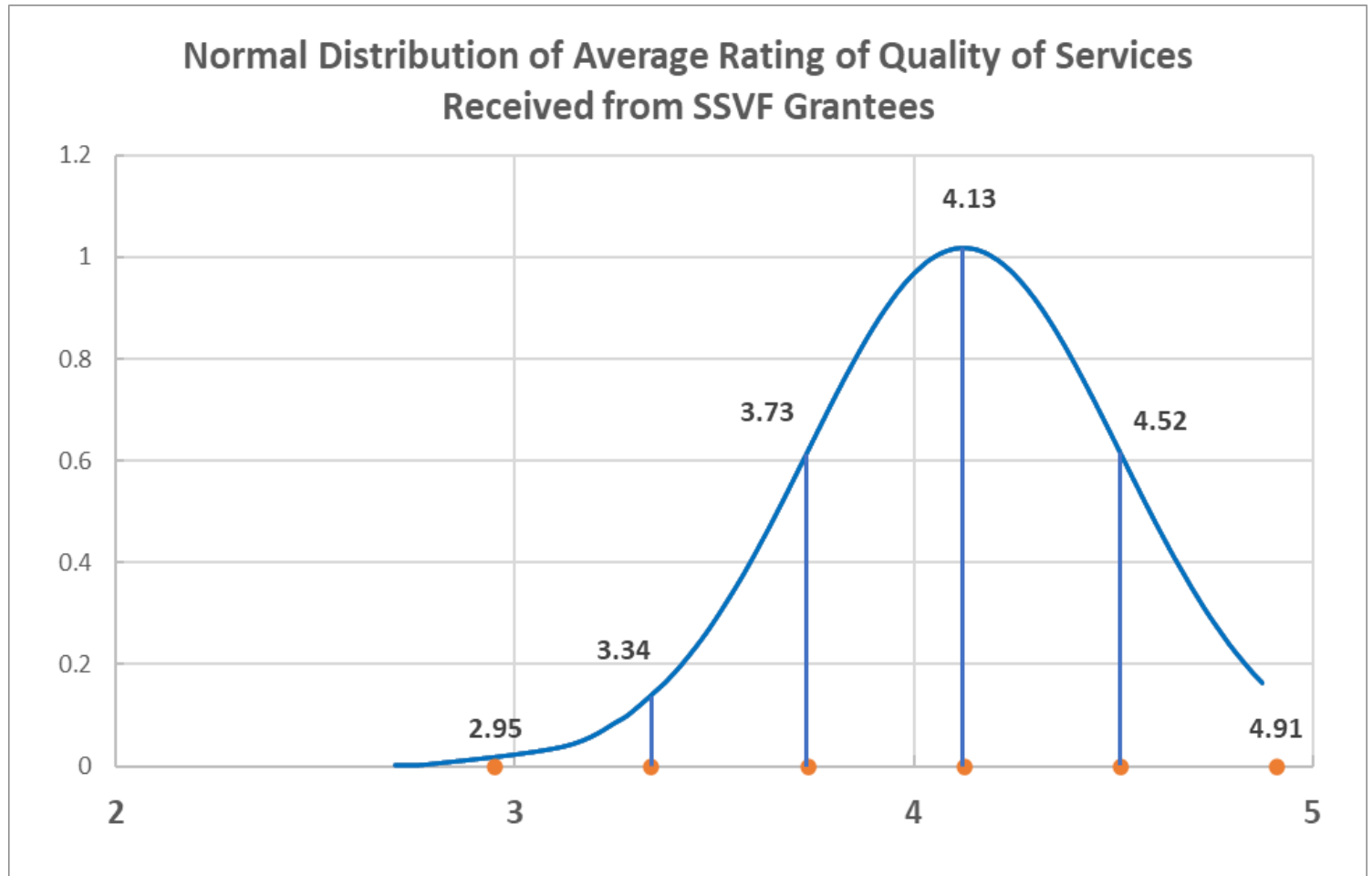
SATISFACTION SURVEY KEY FINDINGS

- Program Participants and Survey Response Rate
 - In FY21-22, there were 30,659 Veterans registered and 4,622 surveys completed (15.07% overall response rate)
- Satisfaction Ratings
 - 75.17% rated the quality of services above average or excellent
 - 75.79% rated the courteousness of staff initially spoken with above average or excellent
 - 77.87% rated the courteousness of communication with staff above average or excellent
 - 75.48% rated the timeliness of communication with staff above average or excellent



SATISFACTION SURVEY KEY FINDINGS

- Included in Calculation:
 - 149 of 262 Grantees that had 10 or more completed surveys





SATISFACTION SURVEY KEY FINDINGS

- Where do I find average satisfaction scores on grantee reports?
 - Center of cover page

**FY2022-EOFY
99-EG-001
Example Grantee**

**709 Registrations in FY2022-EOFY
83 Responses in FY2022-EOFY
Grantee FY2022-EOFY Response Rate: 11.7%
National FY2022-EOFY Response Rate: 15.1%
Grantee Average Satisfaction Score: 4.3
National Average Satisfaction Score: 4.1**

The image shows the cover page of a survey report. At the top is the Department of Veterans Affairs logo and the text 'Supportive Services for Veteran Families'. Below this is the title 'Real Time Customer Service Satisfaction Survey for Supportive Services for Veteran Families (SSVF) Program Contract Number: 36C24521P0560'. The main content area is titled 'FY2022-EOFY 99-EG-001 Example Grantee' and lists the following statistics: '709 Registrations in FY2022-EOFY', '83 Responses in FY2022-EOFY', 'Grantee FY2022-EOFY Response Rate: 11.7%', 'National FY2022-EOFY Response Rate: 15.1%', 'Grantee Average Satisfaction Score: 4.3', and 'National Average Satisfaction Score: 4.1'. A large 'DRAFT' watermark is overlaid on the page. At the bottom, there is a footer with the date '12/9/2022', the page number 'Page: 1', and contact information for the program manager.



SATISFACTION SURVEY KEY FINDINGS

- How are average satisfaction scores calculated?
 - Each response has a number value associated:
 - 1=Extremely Poor
 - 2=Below Average
 - 3=Average
 - 4=Above Average
 - 5=Excellent
 - Multiply the count of responses by the value
 - Divide by total count of responses=Average

How would you rate the quality of the services from this provider?				
		COUNT	Gty. %	Nat. %
359	TOTAL:	83	100%	100%
5	(1)Extremely poor	5	6%	6%
0	(2)Below average	0	0%	0%
21	(3)Average	7	8%	8%
88	(4)Above average	22	27%	27%
245	(5)Excellent	49	59%	59%
359/83 = 4.3				



SATISFACTION SURVEY KEY FINDINGS

- Services Needed by More than 50% of Respondents
 - Rental assistance 83.71%
 - Case Management 80.92%
 - Involved in creating an individualized housing stabilization plan 77.37%
 - Security and utility deposits 58.42%
 - Assistance with housing counseling 56.14%
 - Assistance in obtaining VA benefits 53.16%



SATISFACTION SURVEY KEY FINDINGS

- **Best Quality of Services Received**
 - 68.42% of those who received rental assistance rated the quality of services above average
 - 72.09% of those who received assistance with case management rated the quality of services above average
 - 91.58% of those who received individualized housing stabilization plans rated the quality of services above average
- **Worst Quality of Services Received**
 - 34.02% of those who received assistance in obtaining and coordinating legal benefits only rated the quality of services above average
 - 36.43% of those who received assistance in obtaining and coordinating childcare benefits rated the quality of services above average
 - 40.31% of those received moving cost assistance rated the quality of services above average



Overall Satisfaction

- 75.17% of Veterans rated the quality of services **above average or excellent**
- 86.85% of Veterans rated the quality of services **average or better**



KEY FINDINGS

Open Ended Questions

- 3,592 survey participants provided open-ended feedback
- 89% (3,193) expressed that at least one aspect of their experience was positive
- 11% (399) expressed only negative sentiments about SSVF services
- 22% (806) offered suggestions to improve the SSVF program.



VETERAN COMMENTS

- The staff were outstanding in helping me obtain and sustain housing despite a long history of going on and off the streets. The staff listened to my needs and worked very hard in helping me obtain affordable housing in a safe and quiet neighborhood. They followed up after was housed even checking in on me when I had broken phone. I really felt cared for. I recommend this housing team to all homeless vets that I talk to on the streets.



WHAT TO FOCUS ON

- Look for trends in your data
 - Response rate less than 15%?
 - 75% or more satisfied with the quality of services, the courteousness of staff, and the timeliness of actions?
 - What percentage of Vets report not being involved in the development of their individualized housing stability plans?
 - Do comments reflect overall satisfaction, or do they highlight areas to focus improvements on?
 - Other data reflect significantly below national averages?
 - Do I need to complete a Corrective Action Plan?



- Ways to increase registrations and responses
 - Ensure staff buy in – Regularly message the importance of the survey agencywide
 - Share ways to talk about the survey to Veterans
 - It's completely confidential, even from agency leadership
 - It will drive future SSVF services and processes
 - If you create a formal review & improvement process, share what that is
 - It's a way to celebrate providers for a job well done or highlight areas a provider may need to address
 - Consider a handout highlighting benefits of taking the survey as part of your written packet/paperwork to Veteran participants



- Ways to increase registrations and responses (cont.)
 - Create as part of your exit procedures a checklist ensuring all grantees are registered
 - Printout of registration in file
 - Consider a second reviewer (supervisor) of exit paperwork to ensure registration occurred
 - Focus on ways to promote survey completions
 - Create a quiet, confidential space at your agency
 - Or bring a laptop to the Veteran
 - Build in time to allow survey completion
 - Consider offering food, water, snacks (not paid for by SSVF 😊)



- Consider formalizing a survey review and improvement process
 - Form a Review Committee to regularly assess trends in your reports
 - Consider diverse blend of leadership, frontline, and Veteran members
 - Create ways to recognize staff for jobs well done
 - Formalize improvement process for service gaps and areas of concern
 - Re-evaluate effectiveness of changes made in future meetings
 - Add this process within your agency's written Policies/Procedures



CUSTOMER SATISFACTION CORRECTIVE ACTION PLAN

- Review the end of year report and provide corrective actions to address each area performing below the national average.
- Submit the action plan to your Regional Coordinator by January 13, 2023. If you have any questions or concerns, please reach out to your RC.



RESPONSE RATE DATA

- Review the response data on the cover page
- If below the SSVF National average of 15.1% then submit an action plan to increase the survey completion rates.
- If equal to or above the national average, then note N/A.



CORRECTIVE ACTION PLAN

Supportive Services for Veteran Families (SSVF)

FY 22

Customer Satisfaction End of Year Review

Corrective Action Plan

Grantee Name:	
Grant Number:	
Date:	

Instructions:

1. Review the end of year report and provide corrective actions to address each area performing below the national average.
2. Submit the action plan to your Regional Coordinator by January 13, 2023. If you have any questions or concerns, please reach out to your RC.

Corrective Action Plan

1.	Response Rate Data	Use the response data on the cover page and if below the SSVF National average response rate of 15.1% then submit an action plan to increase the survey completion rates. If equal to or above the national average then note N/A.
	Action Steps:	
	Date Complete / Anticipated Date of Completion:	



GRANTEE SATISFACTION SCORE

- If the score is below 4.13 then submit an action plan addressing at least 3 areas of the report to improve performance.
- If the score is below 3.73 then submit an action plan addressing at least 5 areas of the report to improve performance.
- Focus the areas of the action plan on the data that is below the national average.



REGISTRATION DATA

- Compliance requirement – Each Veteran is registered within 30 days (except HUD VASH packet)
- Compare registration data to your exit data (HMIS or other data source) from October 1, 2021 to September 30, 2022.
- If less than 100% of Veterans that exited from your program were registered for the survey, then provide a response and develop an action plan to ensure all Veterans are registered.



CORRECTIVE ACTION PLAN

2.	Satisfaction Score	Review the Grantee Satisfaction score on the cover page of your report. If the Grantee Satisfaction score is below 4.13 then submit an action plan addressing at least 3 areas of the report to improve performance. If the Grantee Satisfaction score is below 3.73 then submit an action plan addressing at least 5 areas of the report to improve performance. Focus the areas of the action plan on the data that is below the national average. If the grantee score is above 4.13 then note N/A.
	Action Steps:	
	Date Complete / Anticipated Date of Completion:	
3.	Registration Data	Review the registration data on cover page of your report and compare to your exit data (HMIS or other data source) from October 1, 2021 to September 30 2022. Provide the data in the Actions steps below. If less than 100% of Veterans that exited from your program were registered for the survey then provide the cause and develop an action plan to ensure all Veterans (except HUD VASH Packet) are registered.
	Action Steps:	FY 22 Registration Data: FY 22 Exit data: Exit data source:
	Date Complete / Anticipated Date of Completion:	



RESOURCES

- Regional Coordinator
- Survey update on registration and new process:
https://www.va.gov/HOMELESS/ssvf/docs/Compliance_and_Survey_October_8_2021.pdf
- Survey 1st Quarter Review and Best Practice
https://www.va.gov/HOMELESS/ssvf/docs/Participant_Satisfaction_Survey_March2022.pdf
- 1st and 2nd Quarter Survey comparison, Action planning and Best Practice
https://www.va.gov/HOMELESS/ssvf/docs/SQUARES_and_Q2_Survey.pdf
- [Program Manager Academy 2021 Customer Service Immediate Access, Triage and Response – YouTube](#)



QUESTIONS?

Contact: Team Aptive

E-mail (best): vassvf@forsmarshgroup.com

Phone: 888-669-6752

Mon-Fri: 9:00 am – 9:00 pm (Eastern)

Sat-Sun: 10:00 am - 6:00 pm (Eastern)





QUESTIONS